



February 10, 2014

Thomas C. Hilton, P.E.
Deputy Director
Harford County Department of Public Works
Division of Environmental Services
3135 Scarboro Road
Street, Maryland 21154
Ph. 410.638.3513
Fax. 410.638.4019

Dear Mr. Hilton,

As you know, Pinnacle Communications has been retained by the Harford County Department of Public Works, Division of Environmental Services to perform a solid waste and recycling opinion phone survey to facilitate a public outreach effort in gaining input from County residents on existing and future solid waste and recycling services. The County will be using the results of the survey to assist in developing the upcoming comprehensive update to the Harford County Solid Waste Management Plan.

The script for the survey questions were developed by Harford County in consultation with Pinnacle Communications with the intent to obtain enough respondents from each individual County zip code to make the results statistically significant. The phone survey was conducted over a two-week period in early January 2014 whereby residents within each zip code were randomly called by Pinnacle staff. Over 700 residents contributed to the survey results. A report has been prepared which categorizes the responses by geographic region. We have attached the survey questionnaire and survey report for your review and use. We appreciate the opportunity to work with Harford County on this very important project.

Best Regards,

A handwritten signature in blue ink, appearing to read "Brian Haldeman". The signature is fluid and cursive, written over a light blue horizontal line.

Brian Haldeman
Senior Vice President of Account Services
Pinnacle Communications

**HARFORD COUNTY
SOLID WASTE AND RECYCLING
OPINION SURVEY**

[ASK TO SPEAK TO ADULT MEMBER of HOUSEHOLD] Hello. My name is _____ and I am calling on behalf of The Harford County Department of Public Works. The Department will soon begin developing its 10-year solid waste management plan for the 2015 to 2024 timeframe. Before this work begins, we would like your input on current services and what improvements you would like us to consider for the next 10 years. Your opinion is extremely valuable to us as it will help guide us in preparing our 10-year plan. Do you have time for a brief 5-minute survey?

Section I – Demographics

1. To confirm, do you currently reside in Harford County, Maryland?

☐ Yes

☐ No **Thank & Terminate**

2. In which zip code do you currently reside?

- | | | | |
|--------------------------------|-------------------------------|---------------------------------|-------------------|
| <input type="checkbox"/> 21001 | (Aberdeen) | Quota 65 | Go to Q2a |
| <input type="checkbox"/> 21009 | (Abingdon) | Quota 80 | Go to Sec II, Q1 |
| <input type="checkbox"/> 21010 | (Gunpowder) | None required, can have up to 2 | Go to Sec II, Q1 |
| <input type="checkbox"/> 21013 | (Baldwin) | None required, can have up to 2 | Go to Sec II, Q1 |
| <input type="checkbox"/> 21014 | (Bel Air) | Quota 115 | Go to Q2b |
| <input type="checkbox"/> 21015 | (Bel Air) | Quota 80 | Go to Q2b |
| <input type="checkbox"/> 21017 | (Belcamp) | Quota 20 | Go to Sec II, Q1 |
| <input type="checkbox"/> 21028 | (Churchville) | Quota 10 | Go to Sec II, Q13 |
| <input type="checkbox"/> 21034 | (Darlington) | Quota 10 | Go to Sec II, Q1 |
| <input type="checkbox"/> 21040 | (Edgewood) | Quota 75 | Go to Sec II, Q1 |
| <input type="checkbox"/> 21047 | (Fallston) | Quota 40 | Go to Sec II, Q1 |
| <input type="checkbox"/> 21050 | (Forest Hill) | Quota 50 | Go to Sec II, Q1 |
| <input type="checkbox"/> 21051 | (Fork) | None required, can have up to 2 | Go to Sec II, Q1 |
| <input type="checkbox"/> 21078 | (Havre de Grace) | Quota 55 | Go to Q2c |
| <input type="checkbox"/> 21084 | (Jarrettsville) | Quota 25 | Go to Sec II, Q1 |
| <input type="checkbox"/> 21085 | (Joppa) | Quota 50 | Go to Sec II, Q1 |
| <input type="checkbox"/> 21087 | (Kingsville) | None required, can have up to 2 | Go to Sec II, Q1 |
| <input type="checkbox"/> 21111 | (Monkton) | None required, can have up to 2 | Go to Sec II, Q1 |
| <input type="checkbox"/> 21130 | (Perryman) | None required, can have up to 2 | Go to Sec II, Q1 |
| <input type="checkbox"/> 21132 | (Pylesville) | Quota 10 | Go to Sec II, Q1 |
| <input type="checkbox"/> 21154 | (Street) | Quota 20 | Go to Sec II, Q1 |
| <input type="checkbox"/> 21156 | (Upper Falls) | None required, can have up to 2 | Go to Sec II, Q1 |
| <input type="checkbox"/> 21160 | (Whiteford) | Quota 10 | Go to Sec II, Q1 |
| <input type="checkbox"/> 21161 | (White Hall) | Quota 20 | Go to Sec II, Q1 |
| <input type="checkbox"/> Other | Thanks & Terminate | | |

2a. You mentioned that you live in Aberdeen. Specifically, is your residence located within the boundaries of the official City of Aberdeen or the Greater Aberdeen Area?

- ☐ City of Aberdeen **Thank & Terminate**
- ☐ Greater Aberdeen **Go to Sec II, Q1**
- ☐ Don't know/unsure **Thank & Terminate**

2b. You mentioned that you live in Bel Air. Specifically, is your residence located within the boundaries of the official Town of Bel Air or the Greater Bel Air Area?

- ☐ Town of Bel Air **Thank & Terminate**
- ☐ Greater Bel Air **Go to Sec II, Q1**
- ☐ Don't know/unsure **Thank & Terminate**

2c. You mentioned that you live in Havre de Grace. Specifically, is your residence located within the boundaries of the official City of Havre de Grace or the Greater Havre de Grace Area?

- ☐ City of Havre de Grace **Thank & Terminate**
- ☐ Greater Havre de Grace **Go to Sec II, Q1**
- ☐ Don't know/unsure **Thank & Terminate**

Section II – Trash and Recycling Collection

1. How do you dispose of your trash and recycling?

- ☐ A private trash collector **Go to Q1a**
- ☐ My HOA handles it **Go to Q1a**
- ☐ My Landlord handles it **Go to Q2**
- ☐ I take it to the Landfill **Go to Q2**
- ☐ Other means **Go to Q2**

1a: How often is your trash collected?

- ☐ Once per week
- ☐ Twice per week
- ☐ Don't know/Unsure

2: Have you ever dropped things off at the Landfill?

- ☐ Yes **Ask Q2a**
- ☐ No **Skip to Q3**

2a: Why did you use the Landfill? (**CHECK ALL THAT APPLY**)

- ☐ To get the trash/recycling out of the house before the next pickup day
- ☐ It was convenient
- ☐ To get rid of bulky items such as a mattress or furniture
- ☐ To dispose of yard waste
- ☐ To dispose of construction or demolition material
- ☐ To pick up mulch or compost
- ☐ Other (specify: _____)

3. Do you recycle any of the trash from your home?

- ☐ Yes Skip to Q4
- ☐ No Ask Q3a

3a. Which of the following statements best reflects your efforts in recycling?

- ☐ I don't recycle because I don't see the benefit
- ☐ I don't recycle because my landlord or HOA does not provide for recycling
- ☐ I don't recycle because it is too inconvenient
- ☐ It is not important to me

4. Trash collection in the County is provided by private trash collectors rather than as a public service by the County. On a scale of 1 – 5, what represents your level of satisfaction with how trash is collected with 1 being very dissatisfied having private trash collection and 5 being very satisfied having private trash collection?

- ☐ 1 Very Dissatisfied
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5 Very Satisfied

5. Please rate your level of concern regarding the County's inability to control the cost of private trash collection on the following scale. On a scale of 1 – 5, with 1 being not at all concerned the County cannot control the cost of private trash collection and 5 being very concerned the County cannot control the cost of private trash collection.

- ☐ 1 Not at all Concerned
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5 Very Concerned

Section III – Yard Trim Disposal

1. Do you dispose of yard waste (grass, leaves or brush) at the Landfill?

- ☐ Yes
- ☐ No

2. Do you ever dispose of yard waste at the Tollgate Road drop-off facility?

- ☐ Yes
- ☐ No

3. Which yard waste drop-off facility is currently more convenient to you?

- ☐ Landfill
- ☐ Tollgate Road
- ☐ Don't know/Unsure

4. If the County would offer a yard waste drop-off facility in the southern portion of the County, along the Route 40 or I-95 corridor, would that be more convenient to you?

- ☐ Yes
- ☐ No
- ☐ Don't know/Unsure

5. Do you pick up mulch or compost from the Landfill?

- ☐ Yes
- ☐ No

Section IV – Disposal Facilities

1. Currently the only location in the County available to residents to drop-off trash and recycling is at the Landfill. On a scale of 1 – 5, how convenient is this to you with 1 being very inconvenient and 5 being very convenient?

- ☐ 1 Very Inconvenient
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5 Very Convenient

2. If the County would open up a second resident drop-off facility for trash and recyclables in the southern portion of the County along the Route 40 or I-95 corridor would that be more convenient to you than the Landfill?

- ☐ Yes
- ☐ No
- ☐ Don't know/Unsure

3. Which of the following is the most important to you as it relates to trash and recycling disposal?

- ☐ Cost
- ☐ Convenience
- ☐ Quality of service
- ☐ Being Green

4. Currently the County allows for a minimal amount of residential construction and demolition material for disposal at the Landfill.

Would you be willing to pay a fee to dispose of additional quantities?

- ☐ Yes
- ☐ No
- ☐ Don't know/unsure

Thank you for your time. Your opinion is valued. If you would like more information about the topics discussed today you can go to the County website at www.harfordcountymd.gov.

HARFORD COUNTY SOLID WASTE AND RECYCLING OPINION SURVEY DATA REPORT JANUARY 2014



Prepared by:

PINNACLE phone: 443.841.1084 | web: pinnacleco.com

RESEARCH BACKGROUND

- The Harford County Department of Public Works is in the preliminary stage of development for its 10-year solid waste management plan for the 2015 to 2024 timeframe.
- In anticipation of this, the Department commissioned research to provide an understanding of how the general public is currently utilizing their services.
- Additionally, they wanted to solicit feedback from the County residents to determine what changes should be considered for the next 10-year cycle.

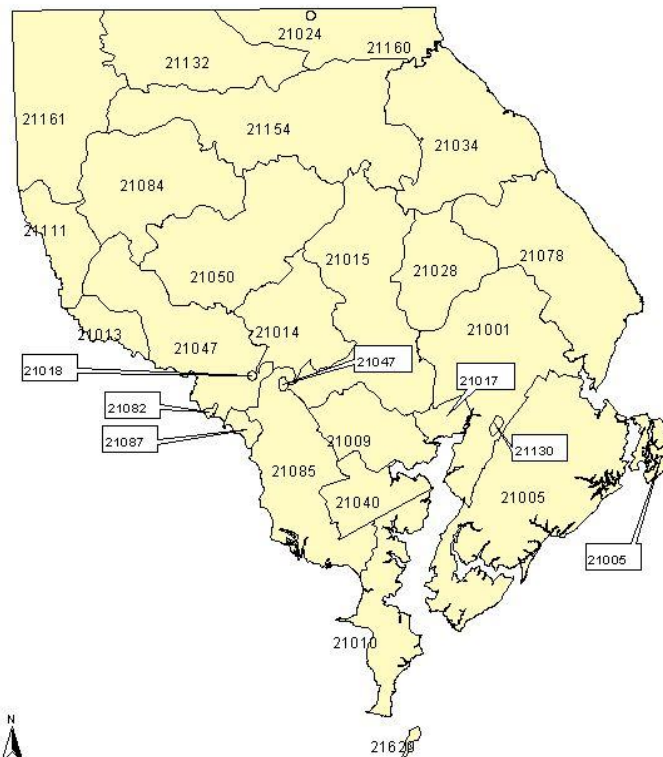
OVERVIEW OF METHODOLOGY

- 748 completed telephone interviews
- Aggregate Margin of Error: $\pm 3.6\%$
- Stratified sampling method with proportional quotas set by zip code to match Harford County population statistics
- 5 minute survey
- Timeframe of interviewing: January 2014

HARFORD COUNTY, MD

HARFORD COUNTY, MARYLAND 2000 ZIP CODE AREAS

21001 Aberdeen
21005 Aberdeen Proving Ground, MD
21009 Abingdon
21010 Gunpowder
21013 Baldwin
21014 Bel Air
21015 Bel Air
21017 Belcamp
21018 Benson
21024 Cardiff
21028 Churchville
21034 Darlington
21040 Edgewood
21047 Fallston
21047 Fallston
21050 Forest Hill
21078 Havre De Grace
21082 Hydes
21084 Jarrettsville
21085 Joppa
21087 Kingsville
21111 Monkton
21130 Perryman
21132 Pylesville
21154 Street
21160 Whiteford
21161 White Hall
21620 Chestertown



MAP PREPARED BY THE MARYLAND DEPARTMENT
OF PLANNING, PLANNING DATA SERVICES



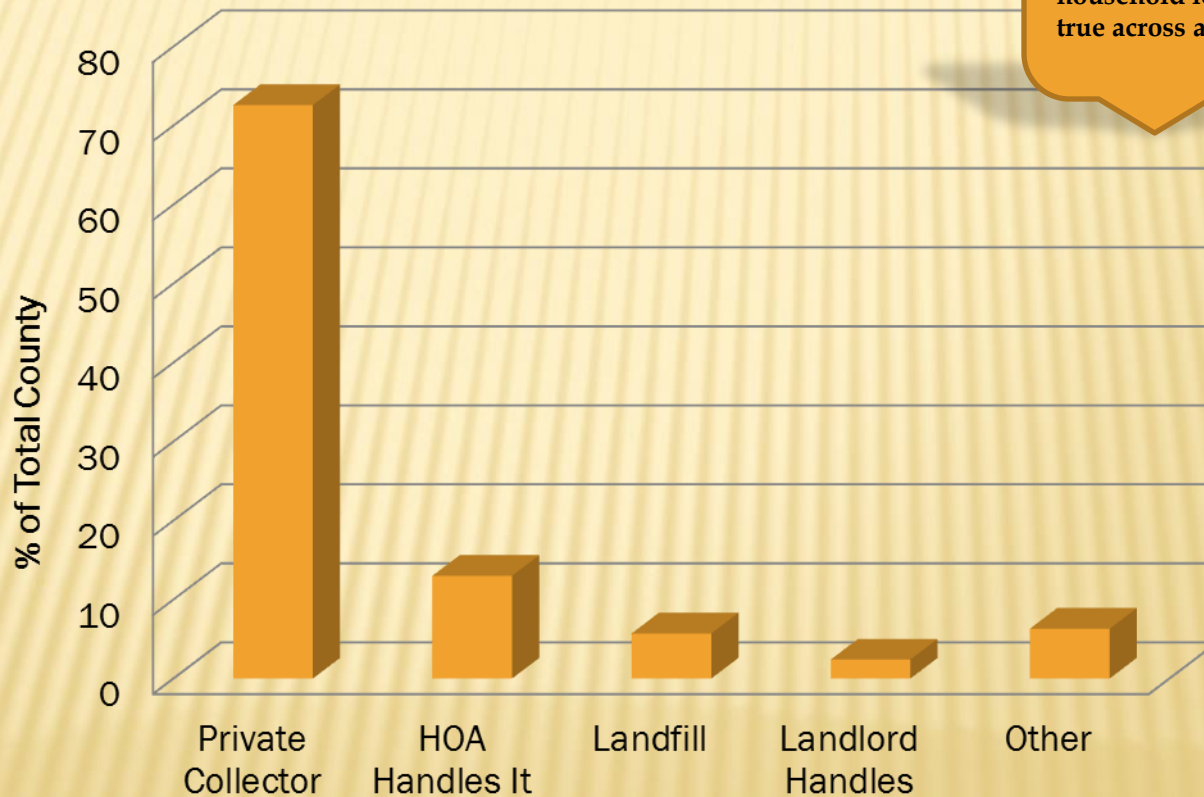
KEY SAMPLING REGIONS

Zip Code	Town	Number of Completes	Region
21084	Jarrettsville	56	B- Northwest Region
21111	Monkton		
21132	Pylesville		
21161	White Hall		
21034	Darlington	35	C- Northeast Region
21154	Street		
21160	Whiteford		
*21001	Aberdeen	120	D- - Eastern Region
21028	Churchville		
*21078	Havre de Grace		
*21014	Bel Air	190	E- Central Region
*21015	Bel Air		
21047	Fallston	50	F- Western Region
21013	Baldwin		
21087	Kingsville		
21085	Joppa	106	G- South Western Region
21040	Edgewood		
21009	Abingdon	122	H- South Central Region
21017	Bel Camp		
21050	Forest Hill	64	I- North Central Region
21010	Gunpowder	5	J- Other
21051	Fork		
21130	Perryman		

* Residents of the City of Aberdeen, Town of Bel Air & City of Havre de Grace were excluded from the survey

**CATEGORY I -
QUESTIONS OF TRASH AND RECYCLING
COLLECTION PRACTICES**

HOW DO YOU DISPOSE OF YOUR TRASH AND RECYCLING?



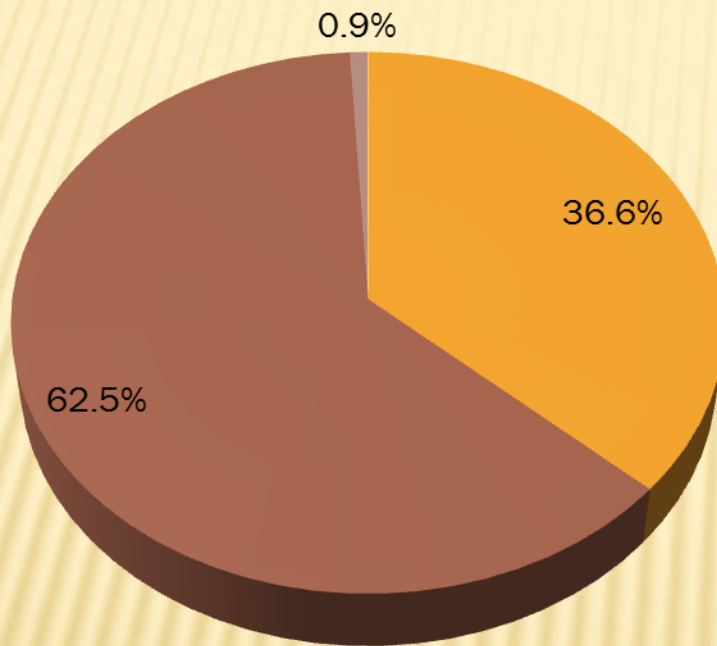
The vast majority of Harford County residents arrange for private trash collection at the household level. This holds true across all regions.

RESIDENTIAL TRASH AND COLLECTION METHODS BY REGION

Relative to other regions, the Whiteford, Street, Darlington region is significantly more likely to utilize the landfill, while Abingdon, Belcamp region is much more likely to rely upon their HOA.

	White Hall Pylesville Monkton Jarrettsville	Whiteford Street Darlington	Churchville Havre de Grace Aberdeen	Bel Air	Fallston Baldwin Kingsville	Joppa Edgewood	Abingdon Belcamp	Forest Hill	Gunpowder Fork Perryman
	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)
Total	56	35	120	190	50	106	122	64	5
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
A private trash collector	48	22	83	155	42	71	70	49	3
	85.7%	62.9%	69.2%	81.6%	84.0%	67.0%	57.4%	76.6%	60.0%
My HOA handles it	1	-	13	20	2	14	41	5	1
	1.8%		10.8%	10.5%	4.0%	13.2%	33.6%	7.8%	20.0%
I take it to the Landfill	5	10	8	3	4	2	4	6	1
	8.9%	28.6%	6.7%	1.6%	8.0%	1.9%	3.3%	9.4%	20.0%
My Landlord handles it	-	-	3	2	-	8	3	2	-
			2.5%	1.1%		7.5%	2.5%	3.1%	
Other means	2	3	13	10	2	11	4	2	-
	3.6%	8.6%	10.8%	5.3%	4.0%	10.4%	3.3%	3.1%	

HOW OFTEN IS YOUR TRASH COLLECTED?



Nearly 2/3 of those who arrange private trash collection at either the household or HOA level have collection twice a week.

- Once per Week
- Twice per Week
- Don't Know/Unsure

TRASH COLLECTION FREQUENCY BY REGION

The White Hall, Pylesville, Monkton, Jarrettsville, Whiteford, Street, Darlington, Churchville, Havre de Grace, Aberdeen regions are significantly more likely to have trash & recycling pickup just once per week.

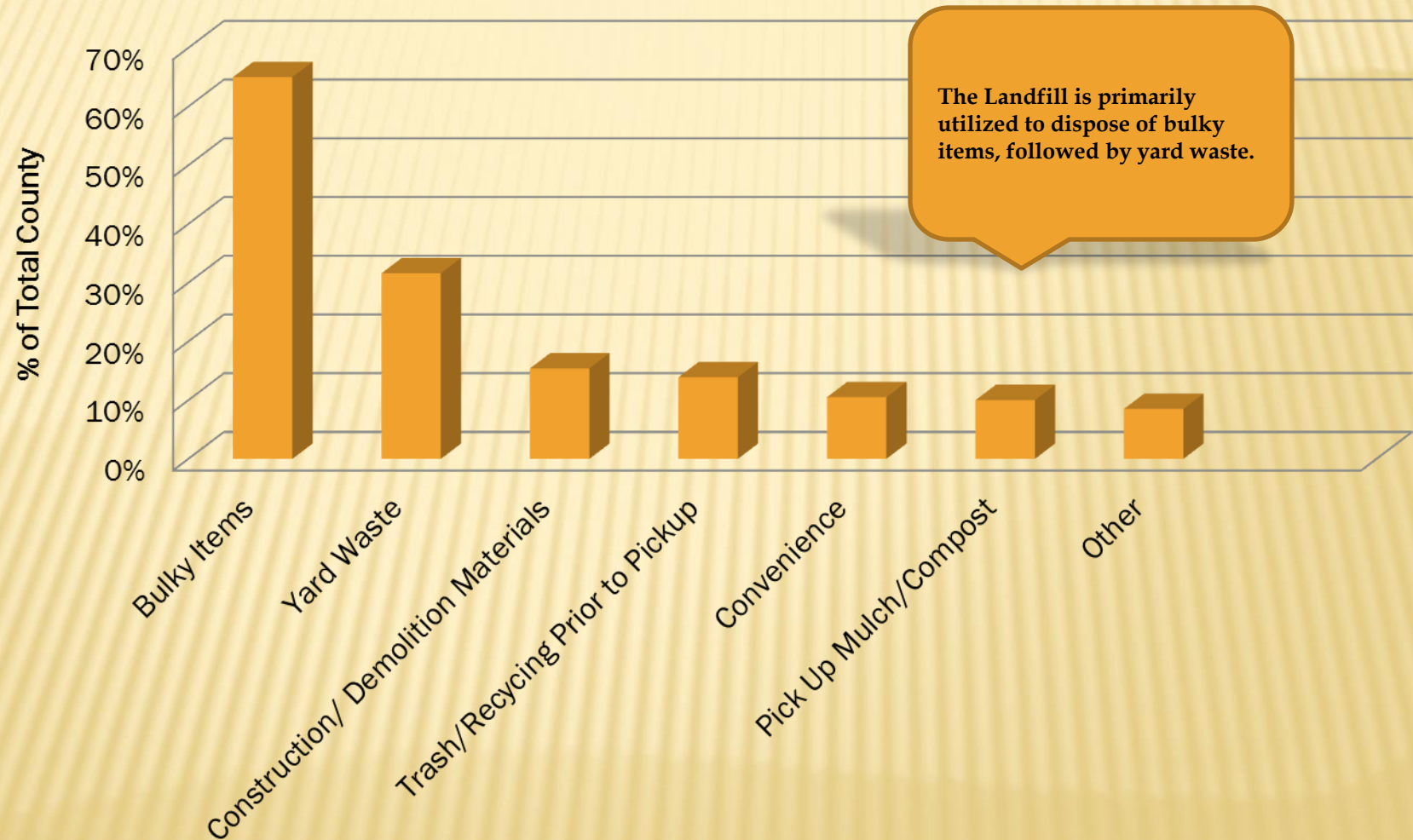
	White Hall Pylesville Monkton Jarrettsville	Whiteford Street Darlington	Churchville Havre de Grace Aberdeen	Bel Air	Fallston Baldwin Kingsville	Joppa Edgewood	Abingdon Belcamp	Forest Hill	Gunpowder Fork Perryman
	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)
TRASH/RECYCLING HANDLED BY HOA OR PRIVATE COLLECTOR	49 100.0%	22 100.0%	96 100.0%	175 100.0%	44 100.0%	85 100.0%	111 100.0%	54 100.0%	4 100.0%
Once per week	29 59.2%	21 95.5%	88 91.7%	31 17.7%	8 18.2%	25 29.4%	22 19.8%	8 14.8%	2 50.0%
Twice per week	20 40.8%	1 4.5%	7 7.3%	142 81.1%	36 81.8%	59 69.4%	87 78.4%	46 85.2%	2 50.0%
Don't know/Unsure	- 1.2%	- 1.8%	1 1.0%	2 1.1%	-	1	2	-	-

HAVE YOU EVER DROPPED THINGS OFF AT THE LANDFILL?

71% of County residents have previously utilized the Landfill. The regions in closer proximity to the Landfill are more likely to have dropped off items.

	Total	White Hall Pylesville Monkton Jarrettsville	Whiteford Street Darlington	Churchville Havre de Grace Aberdeen	Bel Air	Fallston Baldwin Kingsville	Joppa Edgewood	Abingdon Belcamp	Forest Hill	Gunpowder Fork Perryman
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)
Total	748	56	35	120	190	50	106	122	64	5
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	531	49	30	76	148	35	58	81	51	3
	71.0%	87.5%	85.7%	63.3%	77.9%	70.0%	54.7%	66.4%	79.7%	60.0%
No	217	7	5	44	42	15	48	41	13	2
	29.0%	12.5%	14.3%	36.7%	22.1%	30.0%	45.3%	33.6%	20.3%	40.0%

WHY DID YOU USE THE LANDFILL?



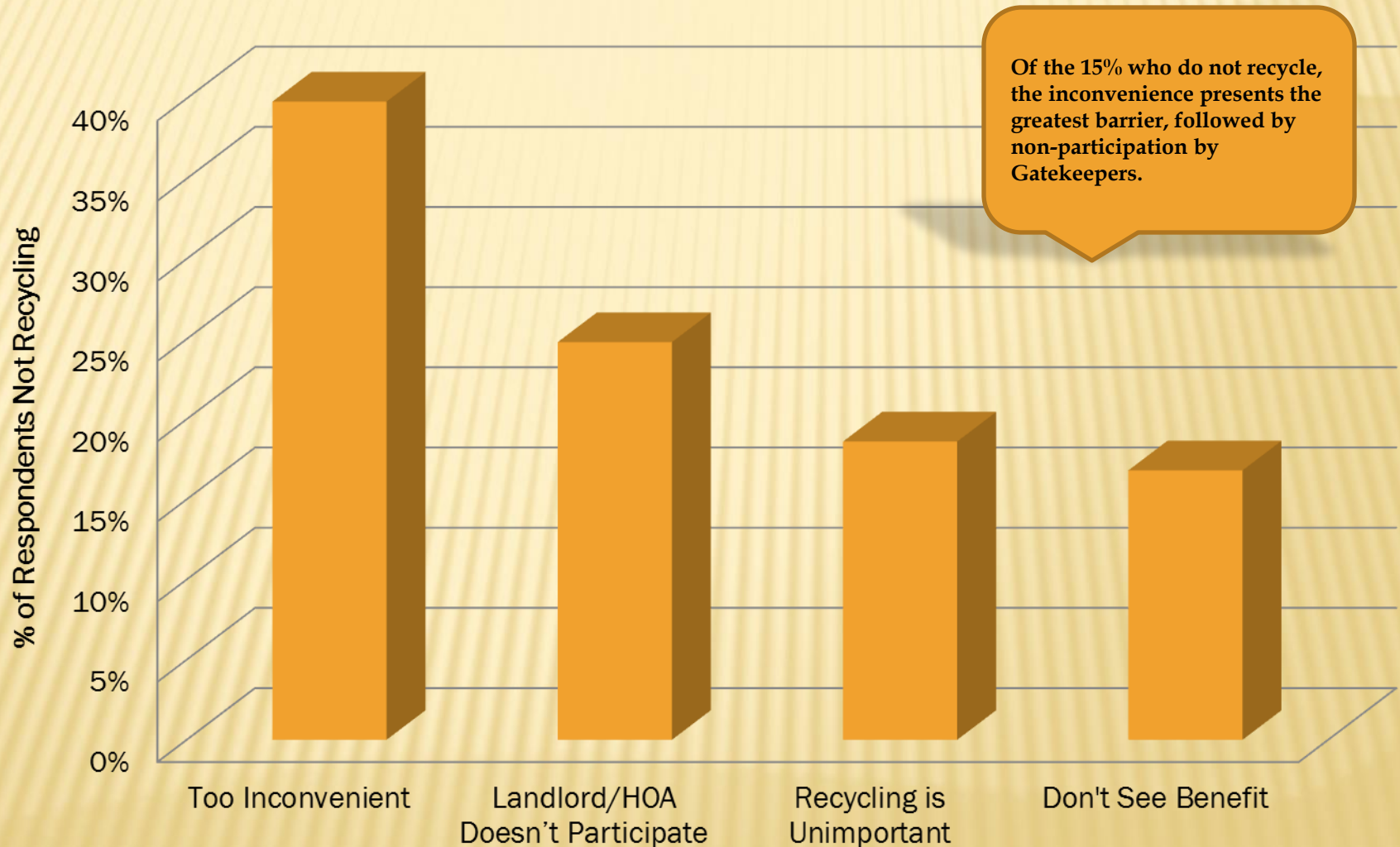
REASONS WHY RESIDENTS USED THE LANDFILL BY REGION

	White Hall Pylesville Monkton Jarrettsville	Whiteford Street Darlington	Churchville Havre de Grace Aberdeen	Bel Air	Fallston Baldwin Kingsville	Joppa Edgewood	Abingdon Belcamp	Forest Hill	Gunpowder Fork Perryman
	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)
HAVE USED LANDFILL	49	30	76	148	35	58	81	51	3
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
To get rid of bulky items such as a mattress or furniture	37	15	48	92	24	38	56	34	1
	75.5%	50.0%	63.2%	62.2%	68.6%	65.5%	69.1%	66.7%	33.3%
To dispose of yard waste	12	7	17	52	16	16	27	19	2
	24.5%	23.3%	22.4%	35.1%	45.7%	27.6%	33.3%	37.3%	66.7%
To dispose of construction or demolition material	12	8	8	24	4	6	13	7	-
	24.5%	26.7%	10.5%	16.2%	11.4%	10.3%	16.0%	13.7%	
To get the trash/recycling out of the house before the next pickup day	6	11	14	13	4	7	12	7	-
	12.2%	36.7%	18.4%	8.8%	11.4%	12.1%	14.8%	13.7%	
It was convenient	6	8	3	14	3	6	7	9	-
	12.2%	26.7%	3.9%	9.5%	8.6%	10.3%	8.6%	17.6%	
To pick up mulch or compost	9	5	4	13	2	5	7	8	-
	18.4%	16.7%	5.3%	8.8%	5.7%	8.6%	8.6%	15.7%	
Other	5	5	6	10	2	4	7	6	-
	10.2%	16.7%	7.9%	6.8%	5.7%	6.9%	8.6%	11.8%	

DO YOU RECYCLE? (REGIONAL BREAKDOWN)

	Total	White Hall Pylesville Monkton Jarrettsville	Whiteford Street Darlington	Churchville Havre de Grace Aberdeen	Bel Air	Fallston Baldwin Kingsville	Joppa Edgewood	Abingdon Belcamp	Forest Hill	Gunpowder Fork Perryman
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)
Total	748	56	35	120	190	50	106	122	64	5
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	635	50	30	103	171	49	70	102	55	5
	84.9%	89.3%	85.7%	85.8%	90.0%	98.0%	66.0%	83.6%	85.9%	100.0%
No	113	6	5	17	19	1	36	20	9	-
	15.1%	10.7%	14.3%	14.2%	10.0%	2.0%	34.0%	16.4%	14.1%	

EXPLANATION FOR THOSE NOT RECYCLING



EXPLANATION FOR THOSE NOT RECYCLING BY REGION

	Total	White Hall Pylesville Monkton Jarrettsville	Whiteford Street Darlington	Churchville Havre de Grace Aberdeen	Bel Air	Fallston Baldwin Kingsville	Joppa Edgewood	Abingdon Belcamp	Forest Hill	Gunpowder Fork Perryman
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)
DO NOT RECYCLE	113	6	5	17	19	1	36	20	9	-
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
I don't recycle because it is too inconvenient	45	2	2	6	9	1	12	9	4	-
	39.8%	33.3%	40.0%	35.3%	47.4%	100.0%	33.3%	45.0%	44.4%	
I don't recycle because my landlord or HOA does not provide for recycling	28	-	-	4	4	-	13	5	2	-
	24.8%			23.5%	21.1%		36.1%	25.0%	22.2%	
I don't recycle because it is not important to me	21	4	1	3	2	-	6	4	1	-
	18.6%	66.7%	20.0%	17.6%	10.5%		16.7%	20.0%	11.1%	
I don't recycle because I don't see the benefit	19	-	2	4	4	-	5	2	2	-
	16.8%		40.0%	23.5%	21.1%		13.9%	10.0%	22.2%	

SATISFACTION WITH PRIVATE TRASH COLLECTION BY REGION

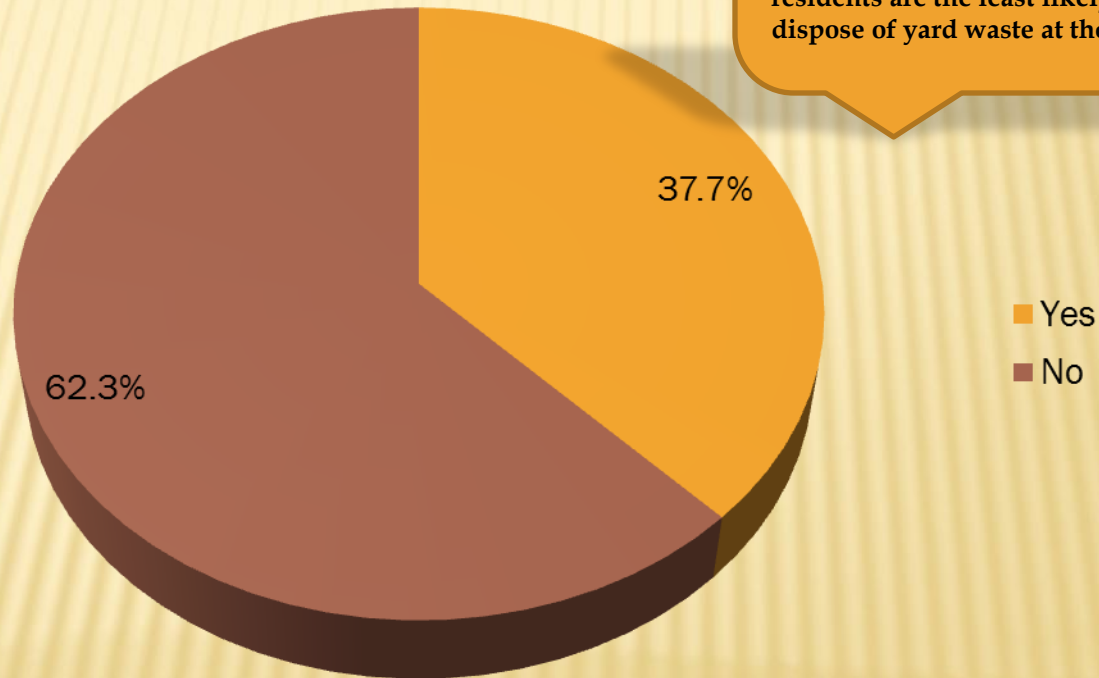
	Total	White Hall Pylesville Monkton Jarrettsville	Whiteford Street Darlington	Churchville Havre de Grace Aberdeen	Bel Air	Fallston Baldwin Kingsville	Joppa Edgewood	Abingdon Belcamp	Forest Hill	Gunpowder Fork Perryman
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)
Total	748	56	35	120	190	50	106	122	64	5
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
5 Very Satisfied	316	26	19	55	80	22	39	40	32	3
	42.2%	46.4%	54.3%	45.8%	42.1%	44.0%	36.8%	32.8%	50.0%	60.0%
4	186	10	4	29	52	15	29	38	9	-
	24.9%	17.9%	11.4%	24.2%	27.4%	30.0%	27.4%	31.1%	14.1%	
3	144	11	7	24	39	5	20	24	13	1
	19.3%	19.6%	20.0%	20.0%	20.5%	10.0%	18.9%	19.7%	20.3%	20.0%
2	39	-	-	3	8	5	7	12	4	-
	5.2%			2.5%	4.2%	10.0%	6.6%	9.8%	6.3%	
1 Very Dissatisfied	63	9	5	9	11	3	11	8	6	1
	8.4%	16.1%	14.3%	7.5%	5.8%	6.0%	10.4%	6.6%	9.4%	20.0%
Mean	3.87	3.79	3.91	3.98	3.96	3.96	3.74	3.74	3.89	3.80

RATINGS OF CONCERN OF COUNTY'S INABILITY TO CONTROL COSTS OF PRIVATE TRASH COLLECTION

	Total	White Hall Pylesville Monkton Jarrettsville	Whiteford Street Darlington	Churchville Havre de Grace Aberdeen	Bel Air	Fallston Baldwin Kingsville	Joppa Edgewood	Abingdon Belcamp	Forest Hill	Gunpowder Fork Perryman
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)
Total	748	56	35	120	190	50	106	122	64	5
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
CONCERNED (NET)	356	27	14	59	86	25	50	63	30	2
	47.6%	48.2%	40.0%	49.2%	45.3%	50.0%	47.2%	51.6%	46.9%	40.0%
5 Very Concerned	247	21	10	37	59	16	39	45	19	1
	33.0%	37.5%	28.6%	30.8%	31.1%	32.0%	36.8%	36.9%	29.7%	20.0%
4	109	6	4	22	27	9	11	18	11	1
	14.6%	10.7%	11.4%	18.3%	14.2%	18.0%	10.4%	14.8%	17.2%	20.0%
3	191	15	10	32	49	11	31	24	18	1
	25.5%	26.8%	28.6%	26.7%	25.8%	22.0%	29.2%	19.7%	28.1%	20.0%
NOT CONCERNED (NET)	201	14	11	29	55	14	25	35	16	2
	26.9%	25.0%	31.4%	24.2%	28.9%	28.0%	23.6%	28.7%	25.0%	40.0%
2	62	6	3	10	20	6	4	10	3	-
	8.3%	10.7%	8.6%	8.3%	10.5%	12.0%	3.8%	8.2%	4.7%	
1 Not at all Concerned	139	8	8	19	35	8	21	25	13	2
	18.6%	14.3%	22.9%	15.8%	18.4%	16.0%	19.8%	20.5%	20.3%	40.0%

**CATEGORY II -
QUESTIONS ON YARD TRIM DISPOSAL**

DO YOU DISPOSE OF YARD WASTE AT THE HWDC?



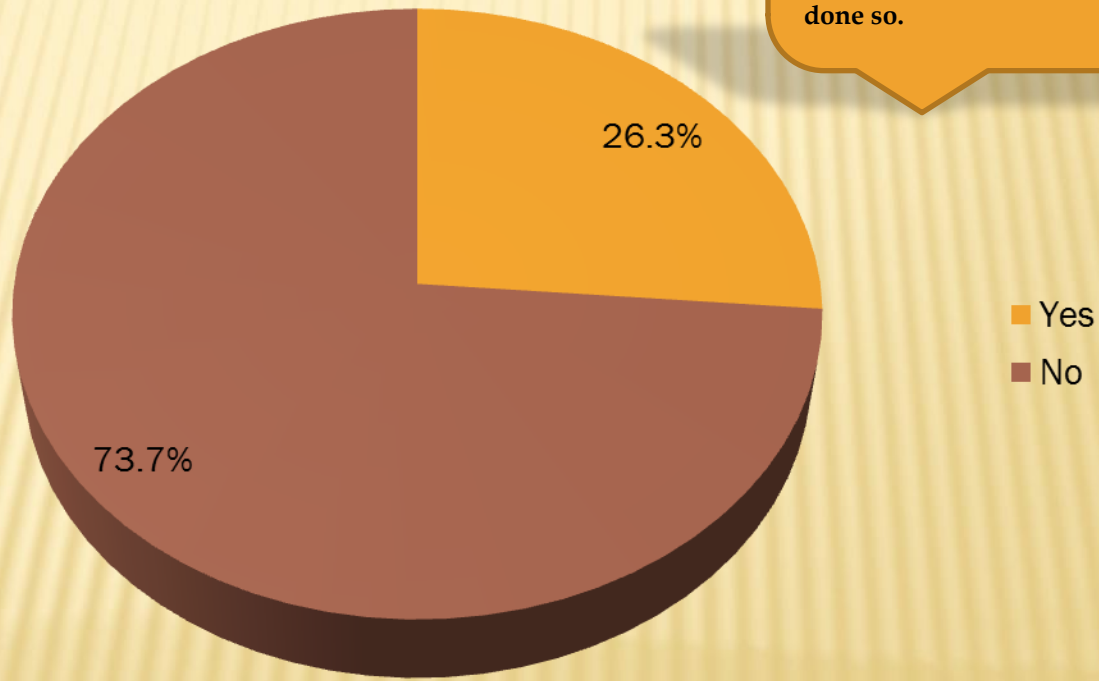
Just over 1/3 of County residents dispose of yard waste at the HWDC. Residents in the Bel Air region are significantly more likely to do so (50.5%), followed by Forest Hill residents (45.3%). Joppa-Edgewood residents are the least likely (26.4%) to dispose of yard waste at the HWDC.

DO YOU DISPOSE OF YARD WASTE AT THE HWDC? – REGIONAL RESPONSES

	White Hall Pylesville Monkton Jarrettsville -----	Whiteford Street Darlington -----	Churchville Havre de Grace Aberdeen -----	Bel Air -----	Fallston Baldwin Kingsville -----	Joppa Edgewood -----	Abingdon Belcamp -----	Forest Hill -----	Gunpowder Fork Perryman -----
	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)
Total	56	35	120	190	50	106	122	64	5
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	17	12	34	96	17	28	47	29	2
	30.4%	34.3%	28.3%	50.5%	34.0%	26.4%	38.5%	45.3%	40.0%
No	39	23	86	94	33	78	75	35	3
	69.6%	65.7%	71.7%	49.5%	66.0%	73.6%	61.5%	54.7%	60.0%

DO YOU EVER DISPOSE OF YARD WASTE AT THE TOLLGATE DROP-OFF FACILITY?

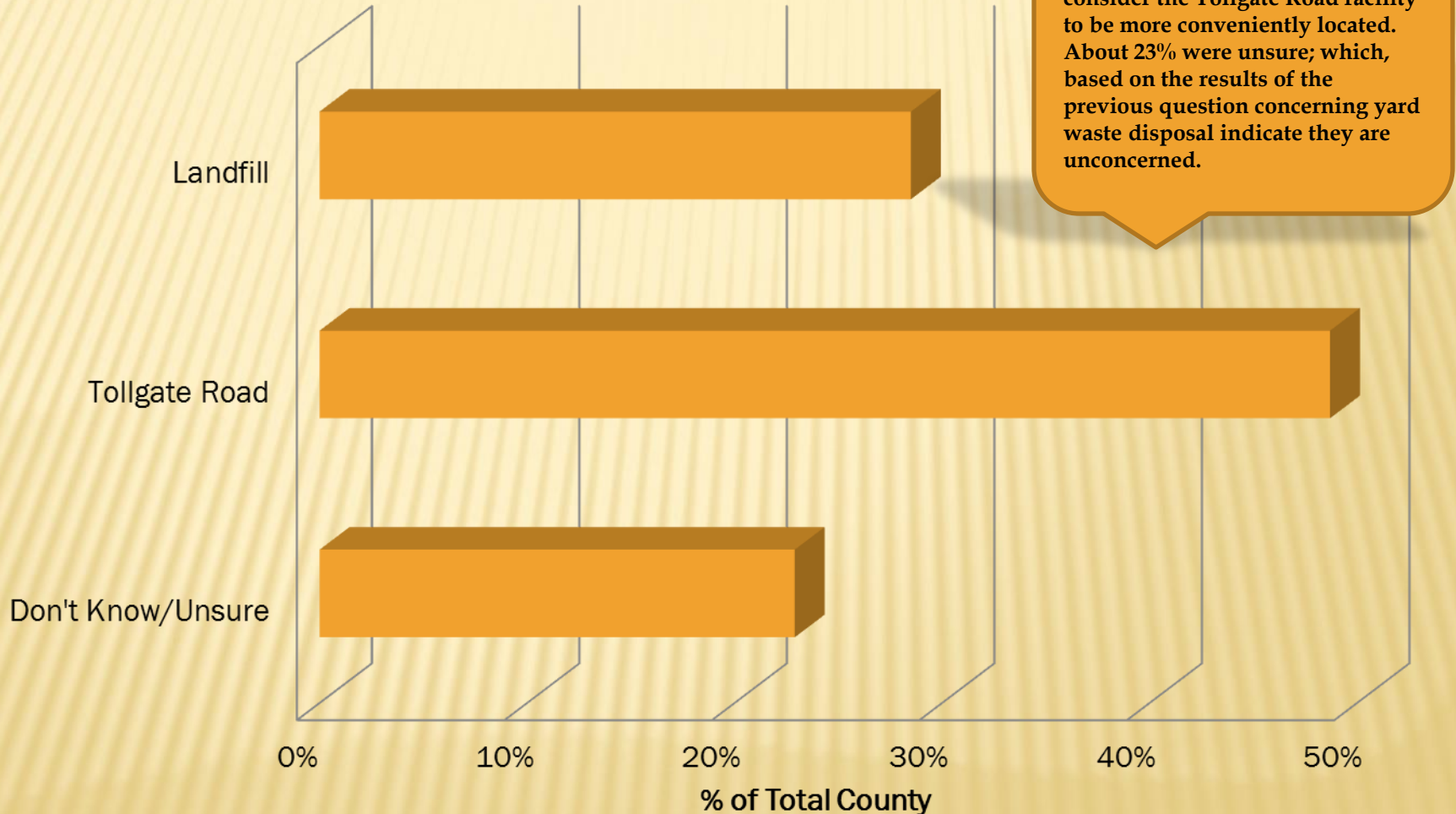
Only about $\frac{1}{4}$ of County residents have disposed of yard waste at the Tollgate Road Drop-off Facility. The regions in closer proximity, such as Bel Air, Forest Hill and Fallston-Baldwin-Kingsville were significantly more likely to have done so.



DO YOU EVER DISPOSE OF YARD WASTE AT THE TOLLGATE DROP-OFF FACILITY? – REGIONAL RESPONSES

	White Hall Pylesville Monkton Jarrettsville -----	Whiteford Street Darlington -----	Churchville Havre de Grace Aberdeen -----	Bel Air -----	Fallston Baldwin Kingsville -----	Joppa Edgewood -----	Abingdon Belcamp -----	Forest Hill -----	Gunpowder Fork Perryman -----
	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)
Total	56	35	120	190	50	106	122	64	5
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	10	2	8	84	26	20	26	20	1
	17.9%	5.7%	6.7%	44.2%	52.0%	18.9%	21.3%	31.3%	20.0%
No	46	33	112	106	24	86	96	44	4
	82.1%	94.3%	93.3%	55.8%	48.0%	81.1%	78.7%	68.8%	80.0%

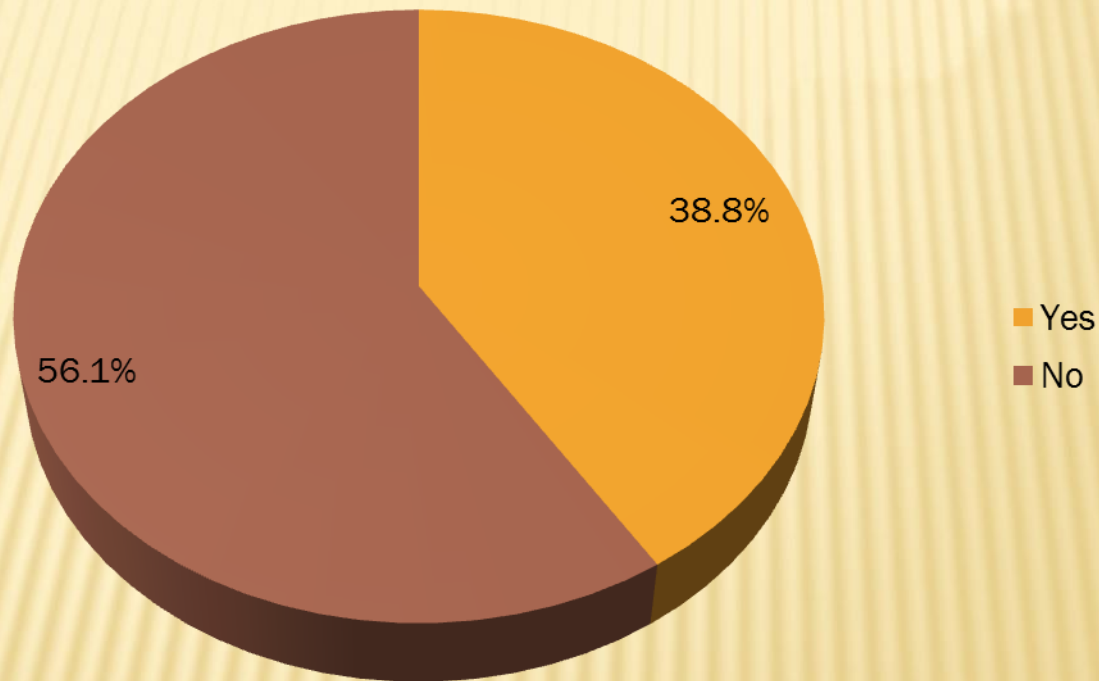
WHICH YARD-WASTE DROP-OFF FACILITY IS MORE CONVENIENT?



WHICH YARD WASTE DROP-OFF FACILITY IS MORE CONVENIENT? – REGIONAL RESPONSES

	White Hall Pylesville Monkton Jarrettsville	Whiteford Street Darlington	Churchville Havre de Grace Aberdeen	Bel Air	Fallston Baldwin Kingsville	Joppa Edgewood	Abingdon Belcamp	Forest Hill	Gunpowder Fork Perryman
	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)
Total	56	35	120	190	50	106	122	64	5
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Landfill	25	30	54	41	2	16	24	20	1
	44.6%	85.7%	45.0%	21.6%	4.0%	15.1%	19.7%	31.3%	20.0%
Tollgate Road	15	-	20	126	38	57	73	32	3
	26.8%		16.7%	66.3%	76.0%	53.8%	59.8%	50.0%	60.0%
Don't know/Unsure	16	5	46	23	10	33	25	12	1
	28.6%	14.3%	38.3%	12.1%	20.0%	31.1%	20.5%	18.8%	20.0%

IF A YARD WASTE DROP-OFF FACILITY WAS AVAILABLE IN THE SOUTHERN PORTION OF THE COUNTY WOULD THAT BE MORE CONVENIENT?



IF A YARD WASTE DROP-OFF FACILITY WAS AVAILABLE IN THE SOUTHERN PORTION OF THE COUNTY WOULD THAT BE MORE CONVENIENT?

– REGIONAL RESPONSES

The regions most in favor of a facility in the southern portion of the County include Churchville, Havre de Grace, Aberdeen, Joppa, Edgewood, Abingdon and Belcamp which all fall along the Route 40/I-95 corridor.

	White Hall Pylesville Monkton Jarrettsville	Whiteford Street Darlington	Churchville Havre de Grace Aberdeen	Bel Air	Fallston Baldwin Kingsville	Joppa Edgewood	Abingdon Belcamp	Forest Hill	Gunpowder Fork Perryman
	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)
Total	56 100.0%	35 100.0%	120 100.0%	190 100.0%	50 100.0%	106 100.0%	122 100.0%	64 100.0%	5 100.0%
Yes	1 1.8%	-	64 53.3%	30 15.8%	10 20.0%	86 81.1%	86 70.5%	11 17.2%	2 40.0%
No	53 94.6%	35 100.0%	43 35.8%	156 82.1%	39 78.0%	14 13.2%	27 22.1%	50 78.1%	3 60.0%
Don't know/Unsure	2 3.6%	-	13 10.8%	4 2.1%	1 2.0%	6 5.7%	9 7.4%	3 4.7%	-

DO YOU PICK-UP MULCH FROM THE HWDC? – REGIONAL RESPONSES

	Total	White Hall Pylesville Monkton Jarrettsville	Whiteford Street Darlington	Churchville Havre De Grace Aberdeen	Bel Air	Fallston Baldwin Kingsville	Joppa Edgewood	Abingdon Belcamp	Forest Hill	Gunpowder Fork Perryman
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)
Total	748	56	35	120	190	50	106	122	64	5
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	167	20	15	29	47	8	15	17	16	-
	22.3%	35.7%	42.9%	24.2%	24.7%	16.0%	14.2%	13.9%	25.0%	
No	581	36	20	91	143	42	91	105	48	5
	77.7%	64.3%	57.1%	75.8%	75.3%	84.0%	85.8%	86.1%	75.0%	100.0%

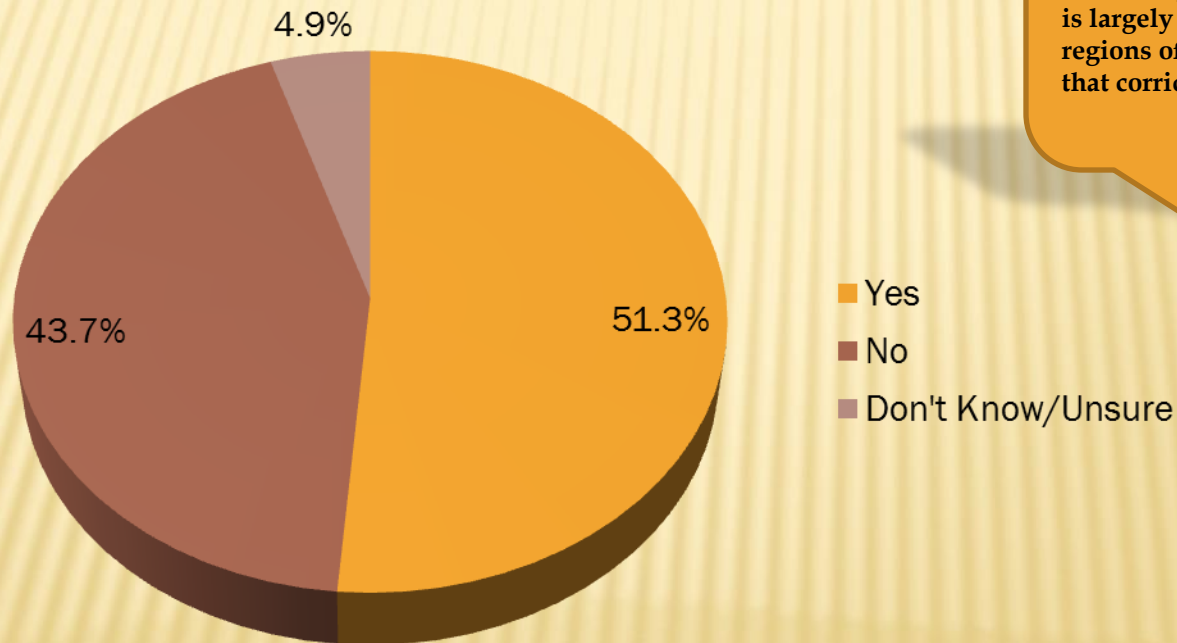
**CATEGORY III –
QUESTIONS ON RESIDENT SOLID WASTE
AND RECYCLING DROP-OFF LOCATIONS**

HOW CONVENIENT IS THE HWDC?

– REGIONAL RESPONSE

	Total	White Hall Pylesville Monkton Jarrettsville	Whiteford Street Darlington	Churchville Havre de Grace Aberdeen	Bel Air	Fallston Baldwin Kingsville	Joppa Edgewood	Abingdon Belcamp	Forest Hill	Gunpowder Fork Perryman
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)
Total	748	56	35	120	190	50	106	122	64	5
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
CONVENIENT (NET)	210	21	30	29	65	8	15	18	24	-
	28.1%	37.5%	85.7%	24.2%	34.2%	16.0%	14.2%	14.8%	37.5%	
5 Very Convenient	124	15	27	18	25	4	13	12	10	-
	16.6%	26.8%	77.1%	15.0%	13.2%	8.0%	12.3%	9.8%	15.6%	
4	86	6	3	11	40	4	2	6	14	-
	11.5%	10.7%	8.6%	9.2%	21.1%	8.0%	1.9%	4.9%	21.9%	
3	195	18	4	34	57	10	22	29	18	3
	26.1%	32.1%	11.4%	28.3%	30.0%	20.0%	20.8%	23.8%	28.1%	60.0%
INCONVENIENT (NET)	343	17	1	57	68	32	69	75	22	2
	45.9%	30.4%	2.9%	47.5%	35.8%	64.0%	65.1%	61.5%	34.4%	40.0%
2	124	7	-	17	34	19	12	28	7	-
	16.6%	12.5%		14.2%	17.9%	38.0%	11.3%	23.0%	10.9%	
1 Very Inconvenient	219	10	1	40	34	13	57	47	15	2
	29.3%	17.9%	2.9%	33.3%	17.9%	26.0%	53.8%	38.5%	23.4%	40.0%

IF A SECOND RESIDENT SOLID WASTE AND RECYCLING DROP-OFF LOCATION EXISTED IN THE SOUTHERN PORTION OF THE COUNTY WOULD THAT BE MORE CONVENIENT?



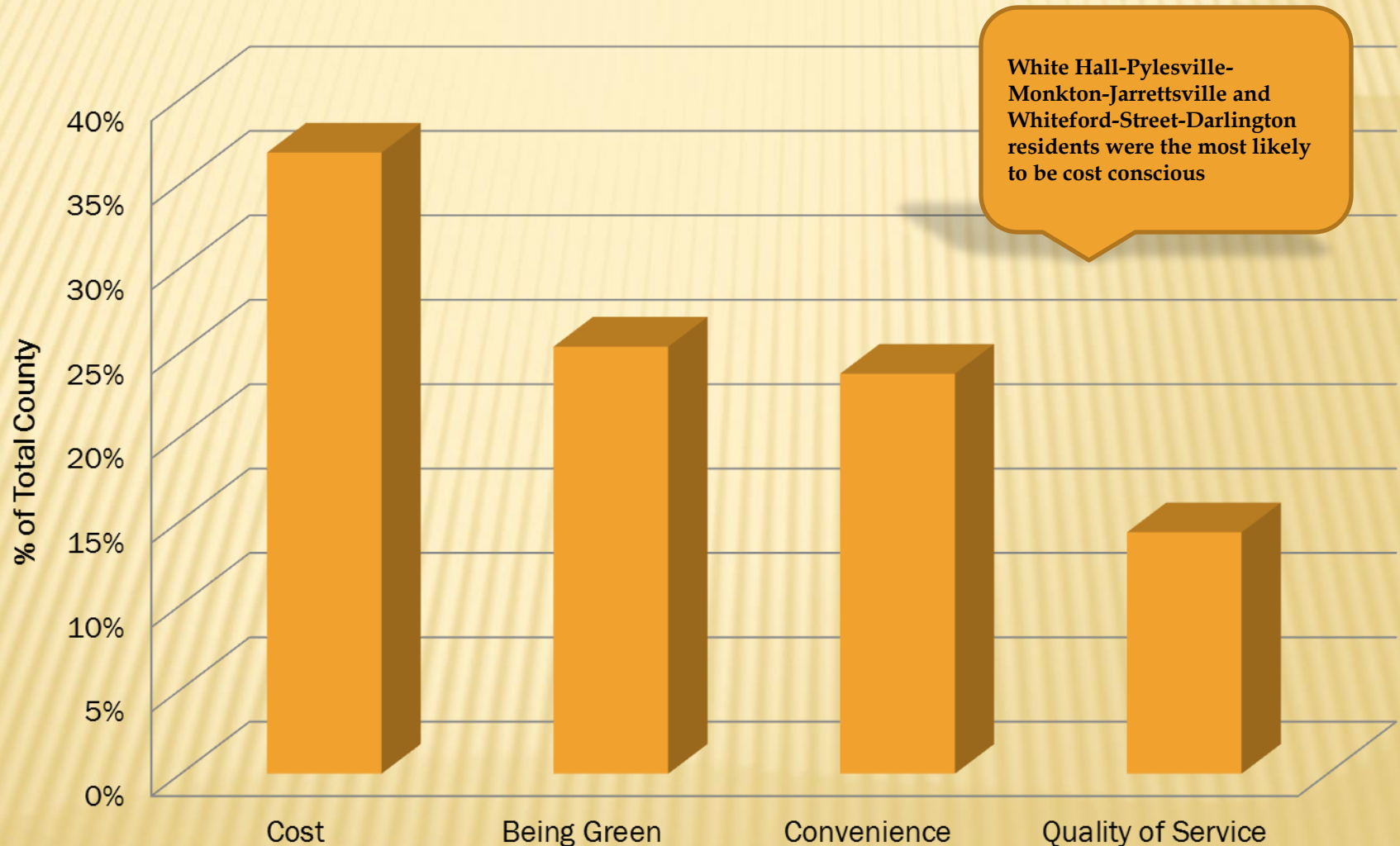
A modest majority would prefer a second drop off facility in the southern portion of the County. This is largely driven by the populous regions of the County located along that corridor.

IF A SECOND RESIDENT SOLID WASTE AND RECYCLING DROP-OFF LOCATION EXISTED IN THE SOUTHERN PORTION OF THE COUNTY WOULD THAT BE MORE CONVENIENT? – REGIONAL RESPONSES

The regions where a majority favor a second drop-off facility in the southern portion of the County include Churchville, Havre de Grace, Aberdeen, Fallston, Baldwin, Kingsville Joppa, Edgewood, Abingdon and Belcamp

	White Hall Pylesville Monkton Jarrettsville	Whiteford Street Darlington	Churchville Havre de Grace Aberdeen	Bel Air	Fallston Baldwin Kingsville	Joppa Edgewood	Abingdon Belcamp	Forest Hill	Gunpowder Fork Perryman
	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)
Total	56 100.0%	35 100.0%	120 100.0%	190 100.0%	50 100.0%	106 100.0%	122 100.0%	64 100.0%	5 100.0%
Yes	3 5.4%	-	79 65.8%	65 34.2%	29 58.0%	87 82.1%	109 89.3%	9 14.1%	3 60.0%
No	52 92.9%	35 100.0%	28 23.3%	117 61.6%	19 38.0%	13 12.3%	10 8.2%	51 79.7%	2 40.0%
Don't know/Unsure	1 1.8%	-	13 10.8%	8 4.2%	2 4.0%	6 5.7%	3 2.5%	4 6.3%	-

WHICH IS MORE IMPORTANT AS IT RELATES TO TRASH AND RECYCLING DISPOSAL?

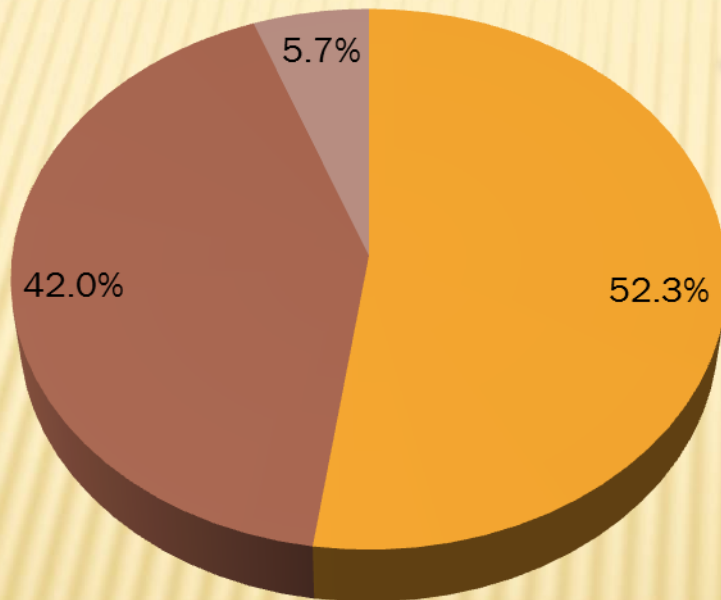


WHICH IS MORE IMPORTANT AS IT RELATES TO TRASH AND RECYCLING DISPOSAL?

– REGIONAL RESPONSES

	Total	White Hall Pylesville Monkton Jarrettsville	Whiteford Street Darlington	Churchville Havre de Grace Aberdeen	Bel Air	Fallston Baldwin Kingsville	Joppa Edgewood	Abingdon Belcamp	Forest Hill	Gunpowder Fork Perryman
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)
Total	748	56	35	120	190	50	106	122	64	5
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Cost	275	25	17	38	72	20	40	36	26	1
	36.8%	44.6%	48.6%	31.7%	37.9%	40.0%	37.7%	29.5%	40.6%	20.0%
Being Green	189	10	5	35	44	14	32	34	14	1
	25.3%	17.9%	14.3%	29.2%	23.2%	28.0%	30.2%	27.9%	21.9%	20.0%
Convenience	177	11	11	32	42	10	21	33	16	1
	23.7%	19.6%	31.4%	26.7%	22.1%	20.0%	19.8%	27.0%	25.0%	20.0%
Quality of service	107	10	2	15	32	6	13	19	8	2
	14.3%	17.9%	5.7%	12.5%	16.8%	12.0%	12.3%	15.6%	12.5%	40.0%

WILLING TO PAY ADDITIONAL FEES IN ORDER TO DISPOSE OF ADDITIONAL CONSTRUCTION AND DEMOLITION DEBRIS ABOVE CURRENT RESTRICTIONS?



There appears to be demand to dispose of higher quantities of construction & demolition materials, with 52% of residents indicating they would pay an additional fee to do so.

- Yes
- No
- Don't Know/Unsure

WILLING TO PAY ADDITIONAL FEES IN ORDER TO DISPOSE OF ADDITIONAL CONSTRUCTION AND DEMOLITION DEBRIS ABOVE CURRENT RESTRICTIONS? – REGIONAL RESPONSES

	Total	White Hall Pylesville Monkton Jarrettsville	Whiteford Street Darlington	Churchville Havre de Grace Aberdeen	Bel Air	Fallston Baldwin Kingsville	Joppa Edgewood	Abingdon Belcamp	Forest Hill	Gunpowder Fork Perryman
	(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	(I)	(J)
Total	748	56	35	120	190	50	106	122	64	5
	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Yes	391	33	14	61	100	26	54	67	31	5
	52.3%	58.9%	40.0%	50.8%	52.6%	52.0%	50.9%	54.9%	48.4%	100.0%
No	314	18	20	47	81	21	48	49	30	-
	42.0%	32.1%	57.1%	39.2%	42.6%	42.0%	45.3%	40.2%	46.9%	
Don't know/Unsure	43	5	1	12	9	3	4	6	3	-
	5.7%	8.9%	2.9%	10.0%	4.7%	6.0%	3.8%	4.9%	4.7%	